

SAP Concur Release Notes	
Concur Expense Standard Edition	
Month	Audience
Release Date: June 19, 2021 Initial Post: Friday, June 18, 12:00 PM PT	Client FINAL

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Release Notes

Authentication

****Ongoing** Deprecation of HMAC and Migration to SAML v2 and the SSO Self-Service Tool**

Information First Published	Information Last Modified	Feature Target Release Date
July 12, 2019	November 25, 2020	Phase I: July 2020 Phase II: July 1, 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

These changes are part of the SAP Concur continued commitment to maintaining secure authentication.

Overview

SAP Concur support for Hash-Based Message Authentication Code (HMAC) is being deprecated. Travel Management Companies (TMCs) and SAP Concur personnel are currently assisting customers who use HMAC to migrate to SAP Concur SAML v2 SSO (SAML v2).

SAP Concur provides a Single Sign-On self-service option that enables client admins to setup their SAML v2 connections without involving an SAP Concur support representative.



For more information about the Single Sign-On self-service option, refer to the [Shared: Single Sign-On Overview](#) and the [Shared: Single Sign-On Setup Guide](#).

NOTE: SAML v2 supports the use of multiple identity providers (IdPs).

The HMAC deprecation includes two phases:

Phase I:

- Clients must have an identity provider (IdP) or a custom SAML 2.0 compliant solution.
- Clients begin testing authentication using SAML v2.
- TMCs prepare to onboard new SAP Concur clients to SAML v2.
- Customers will be notified via release notes about the official deprecation date of HMAC. As of the official deprecation date, no new clients can be onboarded using HMAC; new clients must be onboarded to SAML v2.
- Existing clients using HMAC must migrate to SAML v2.

Phase II:

- TMCs have migrated all existing SAP Concur clients from the HMAC service to SAML v2.
- The HMAC service is deprecated. Phase II is targeted to end mid-year in 2021.

BUSINESS PURPOSE / CLIENT BENEFIT

This change provides better security and improved support for users logging in to SAP Concur products and services.

Configuration / Feature Activation

MIGRATION FOR TMCs

TMCs will be significantly impacted and should begin testing now to prepare for migration to SAML v2.

TMCs must set up SAML v2 instead of HMAC for their new clients. Setting up SAML v2 now allows more time for TMCs to test SAML v2 and to train internal staff to assist clients.

To prepare for Phase I of the HMAC deprecation:

- TMCs must support SAML 2.0 compliant SSO. TMCs must contract for or develop their SAML 2.0 compliant solution. TMCs must have an Identity Provider (IdP).
- Once support for SAML 2.0 compliant SSO is established, TMCs that need more information can open a case with SAP Concur support. TMCs do not need to use the online order form to request setup.

MIGRATION FOR LEGACY HMAC CLIENTS

Clients should begin testing SAML v2 immediately to prepare for migration.

To prepare for Phase I of the HMAC deprecation:

- Clients must have an Identity Provider (IdP) or a custom SAML 2.0 compliant solution.
- Clients can coordinate with SAP Concur support now to complete migration to SAML v2.
- Clients can choose to use the Single Sign-On self-service option.



For more information about the Single Sign-On self-service option, refer to the [Shared: Single Sign-On Overview](#) and the [Shared: Single Sign-On Setup Guide](#).

File Transfer Updates

****Ongoing** Mandatory SFTP with SSH Key Authentication**

Information First Published	Information Last Modified	Feature Target Release Date
April 9, 2021	April 16, 2021	Ongoing in 2021

Overview

This release note is intended for technical staff responsible for file transmissions with SAP Concur products. For SAP Concur customers and vendors participating in data exchange through various secure file transfer protocols, SAP is making changes that provide greater security for those file transfers.

As of April 10, 2021, non-SFTP (Secure File Transfer Protocol) protocols and SFTP password authentication are not allowed to connect to SAP Concur for file transfers:

- Non-SFTP file transfer accounts must switch to SFTP with SSH Key Authentication.
- SFTP file transfer accounts that use password authentication must switch to SSH key authentication.
- SFTP password reset requests require the client to provide an SSH key for authentication.

⚠ IMPORTANT: If you are not using SFTP with SSH Key Authentication, you must take action to avoid disruption of your file transfer connections.

On April 12, 2021, SAP started disabling non-compliant file transfer connections. The process of disabling non-compliant accounts will continue throughout 2021. If you have multiple file transfer connections configured, this change applies to all of your file transfer connections.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com
- st-eu.concursolutions.com
- vs.concursolutions.com
- vs.concurcdc.cn

BUSINESS PURPOSE / CLIENT BENEFIT

These changes provide greater security for file transfers.

Configuration / Feature Activation

If assistance is required, please contact SAP Concur support.



For more information, refer to the [Shared: File Transfer for Customers and Vendors User Guide](#).

****Ongoing** SAP Concur Legacy File Move Migration**

Information First Published	Information Last Modified	Feature Target Release Date
March 6, 2020	January 8, 2021	Ongoing until July 31, 2021

Overview

This release note is intended for the technical staff responsible for file transmissions with SAP Concur. For our customers and vendors participating in data exchange, SAP Concur is maintaining our file transfer subsystem to provide greater security for those file transfers.

SAP Concur is in the process of migrating entities that currently use a legacy process for moving files to a more efficient and secure file routing process that relies on APIs.

Clients whose entities are currently configured to use the legacy process will be migrated to the more efficient process sometime between now and July 31, 2021. After they are migrated to the more efficient process, clients will see the following improvement:

- With the legacy process, clients had to wait for the file move schedule to run at a specified time. With the more efficient and secure API-based process, extracts and other outbound files from SAP Concur will be available within the existing overnight processing period shortly after the files are created.

This announcement pertains to the following file transfer DNS endpoints:

- st.concursolutions.com

BUSINESS PURPOSE / CLIENT BENEFIT

These changes provide greater security and efficiency for file transfers.

Configuration / Feature Activation

If assistance is required, please contact SAP Concur support.



For more information, refer to the [Shared: File Transfer for Customers and Vendors User Guide](#).

Rotating PGP Key Available for File Transfers

Overview

Files transferred to SAP Concur products must be encrypted with the SAP Concur public PGP key, concursolutionsrotate.asc.

conkursolutionsrotate.asc

- Key file is available in client's root folder
- Key ID 40AC5D35
- RSA 4096-bit signing and encryption subkey
- Key expires every 2 years
- Client is responsible for replacing the key before it expires
 - ◆ Next expiry date: September 4, 2022
 - ◆ SAP Concur plans to replace the current rotating public PGP key in the client's root folder 90 days before the expiration date

The SAP Concur legacy PGP key (key ID D4D727C0) remains supported for existing clients but will be deprecated in the future.

SAP Concur strongly recommends that clients use the more secure rotating public PGP key for file transfers. To facilitate the use of the more secure rotating public PGP key for file transfers, SAP Concur added the key to existing client's home folders on Friday, January 15, 2021.

This announcement pertains to the following file transfer DNS endpoints:

- st.conkursolutions.com
- mft-us.conkursolutions.com
- vs.conkursolutions.com
- st-eu.conkursolutions.com
- mft-eu.conkursolutions.com

BUSINESS PURPOSE / CLIENT BENEFIT

The rotating public PGP key provides greater security for file transfers.

What the Administrator Sees

An administrator with the required file transfer credentials can log into the file transfer site to retrieve the rotating public PGP key, `conkursolutionsrotate.asc`, from the root directory.

Configuration / Feature Activation

Your internal file transfer administrator can add the key to their PGP keyring and start using it to encrypt any files being transferred to SAP Concur.

If assistance is required, please contact SAP Concur support.

For more information, refer to the [Shared: File Transfer for Customers and Vendors User Guide](#).

Localization

Translations for Cash Advance Term

Overview

With the June release, SAP Concur is changing the following terms in the Brazilian Portuguese version of the SAP Concur user interface to bring consistency in translation of the term "Cash Advance":

English Term	Current BR Portuguese Term	Updated BR Portuguese Term
Cash Advances	Adiantamentos de viagem	Adiantamentos
Cash Advance	Adiantamento em espécie	Adiantamento

NOTE: This change might impact your company's internal documentation or training materials.

BUSINESS PURPOSE / CLIENT BENEFIT

These revisions provide a more accurate translation and improved user experience in Brazilian Portuguese.

Configuration / Feature Activation

There are no configuration or activation steps; this change occurs automatically.

Miscellaneous

Updated Naming Convention for Sub-URLs

Overview

As part of our overall cloud platform strategy, SAP is implementing a more consistent naming convention for the URLs used to connect to SAP Concur solutions, based on data center. Users will continue to be able to access www.concursolutions.com and will be routed automatically to the correct URL or single sign-on (SSO) as part of their sign-in process.



For more information about our overall cloud platform strategy, refer to the [SAP Concur Cloud Platform Strategy FAQ](#).

No customer data is planned to leave the North America or EMEA regional data center to which it is assigned at any time before, during or after this change.

TARGETED FOR MID-JUNE 2021

- SAP will deploy us.concursolutions.com. It is functionally identical to the existing www.concursolutions.com.
- SAP will deploy eu.concursolutions.com. It is functionally identical to the existing eu1.concursolutions.com.

NOTE: SAP is planning to remove eu1.concursolutions.com. There is currently no target date for that removal. Most clients will not be impacted by the removal of this URL. They will be able to sign in using the same method they use today. Future communications will provide more information on the removal of this URL.

TARGETED FOR MID-JUNE 2021

- SAP will deploy us2.concursolutions.com and eu2.concursolutions.com and plans to use these URLs for future customer migration to the AWS cloud platform.



For more information, refer to the [SAP Concur Cloud Platform Strategy FAQ](#).

- SAP will update www.concursolutions.com to automatically redirect users to the appropriate URL or SSO. Users will be directed to their established home data center (for example, eu.concursolutions.com, eu2.concursolutions.com, us.concursolutions.com, or us2.concursolutions.com). No customer data is planned to leave the North America or EMEA regional data center to which it is assigned at any time before, during or after this change.

RESTRICTED ACCESS / ALLOW LISTS

In rare cases, clients who restrict or filter access from their corporate network to specific URLs, might need to update their configuration to enable users to connect to the new URLs. For example, clients who have an allow list configured, might need to add the new URLs to their list. The information in this release note should be provided to your technical resource so that they can take appropriate action to allow access to these new URLs.

NOTE: It is not a best practice to only allow specific URLs. If restricted access is a requirement, SAP recommends allowing *.concursolutions.com to avoid having to make these adjustments in the future.

BUSINESS PURPOSE / CLIENT BENEFIT

This change supports future URL consistency across all global regions, and a central URL that redirects users to the appropriate data center.

What the User Sees

Users who connect to an SAP Concur entity by navigating to www.concursolutions.com will be redirected to the appropriate URL or single sign-on (SSO) as part of their sign-in process.

Configuration / Feature Activation

These changes occur automatically; there are no configuration or activation steps. However, in rare cases, clients who restrict or filter access from their corporate network to specific URLs, might need to update their configuration to enable users to connect to the new URLs.

NextGen UI****Ongoing** Updated User Interface (UI) for Concur Expense End Users**

Information First Published	Information Last Modified	Feature Target Release Date
March 2018	June 5, 2020	TBD
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

The continued evolution of the Concur Expense solution user interface experience is the result of thoughtful design and research that provides a modern, intuitive, and streamlined experience for creating and submitting expense reports.

Concur Expense customers have the ability to preview and then opt in to the NextGen UI before the mandatory move.

BUSINESS PURPOSE / CLIENT BENEFIT

The result is the next generation of the Concur Expense user interface designed to provide a modern, consistent, and streamlined user experience. This technology not only provides an enhanced user interface, but also allows us to react more quickly to customer requests to meet changing needs as they happen.

Products and Users Affected

In order to take advantage of these improvements, Concur Expense customers will be required to transition to the NextGen UI for Concur Expense. The following provides information about the timeline and resources available to ensure this process is smooth and efficient for all users.

These UI changes apply to:

- All editions of Concur Expense (Professional/Premium and Standard)
- End users: there are no changes for approvers, processors, or admins

IMPORTANT: Timeline and Milestones

There are three important milestones for Concur Expense customers as they transition from the existing UI to the NextGen UI.

- **As of July 1, 2020, we have concluded the Early Access Period:** During this time, the updated UI was available for preview to customers worldwide. We encouraged administrators/power users to use the Early Access Period to preview the refreshed interface, update internal training materials, and prepare the organization for the transition.
- **As of July 1, 2020, we are in the Opt-In Period:** Following the Early Access Period is an open Opt-In Period. This milestone is marked by the delivery of most planned features as well as further overall quality and stability.

Customers should use this period to plan their transition and move to the NextGen UI for Concur Expense when it is right for your business priorities. Some remaining features will become available throughout this period, so customers should plan their roll out accordingly.

NOTE: During the Opt-In Period, not all planned Concur Expense features from the existing UI will be available in the NextGen UI.

- **Mandatory Move to the NextGen UI for customers of Concur Expense:** *All customers will be required to move to the NextGen UI.* This ensures that we continue to offer a consistent user experience for all customers and allows for superior product innovation and support. We have not yet set a date when any remaining customers will be moved automatically. Customers will have at least twelve months to complete the transition after the date is announced.

Customers are encouraged to complete the tasks necessary to ensure a smooth transition for their organization and then transition during the Opt-In Period.

Transition Materials – Guides and Other Resources

We offer several guides, FAQs, release notes, and other resources to aid in the transition. All of the information that an organization needs to get started is available here:

- [Professional Edition](#)
- [Standard Edition](#)

The links above provide access to the following:

- **Admin guides, FAQs, transition resources:** The admin guide provides information about accessing the NextGen UI for Concur Expense and the roles/permissions required.

Along with the admin guide, there are FAQs, other resources (such as e-mail templates and other training materials), and there is a list of features that are not yet available in the NextGen UI for Concur Expense. All of these can be used to help customers prepare their users.

NOTE: To help with training needs, customers can use the admin guide and end-user guide "as is" or they can use any part of them to create training materials. Customers can cut, copy, paste, delete, or otherwise edit either guide at will.

- **End-User guide:** This guide compares the existing UI to the NextGen UI for Concur Expense to help users become comfortable with the new experience. This guide will be updated as needed during the Opt-In Period as the NextGen UI is being enhanced. Admins should review the guide often.

NOTE: Like the admin guide, the organization can cut, copy, paste, delete, or otherwise edit this guide at will.

- **Release information:** During the Opt-In Period, the release of enhancements will **not** be on the regular release schedule. Instead, we provide special release notes and information about features and enhancements that are nearing release.

Get Started

Customers are encouraged to use the transition materials described above and develop a plan for the transition.

More Information

Additional information will be available in future release notes.

Security

****Ongoing** Changes to Some Email Subdomains**


Information First Published	Information Last Modified	Feature Target Release Date
June 11, 2021	--	Beginning on June 1, 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

SAP is adopting the Domain-based Message Authentication (DMARC) email security protocol for all email sent from SAP. As a result, the email addresses for some email sent from SAP Concur organizations will no longer be sent from the @sap.com root domain, but will instead be sent from a subdomain of sap.com, such as @example.sap.com where "example" is the subdomain.

If your organization maintains an allow list for email addresses, you can update your allow list to include email from the following domains to ensure that you receive emails sent from the sap.com root domain and subdomains of the sap.com root domain:

- @info.sap.com
- @mail.sap.com
- @*sap.com
 - ◆ If your internal configuration allows it, adding @*sap.com can minimize the need for future updates by allowing all emails from the sap.com domain and from subdomains of the sap.com domain. For example, if your allow list includes @*sap.com you do not need to add @info.sap.com or @mail.sap.com because @*sap.com encompasses those subdomains.

 **IMPORTANT!** Consult with your IT department before adding @*sap.com to your allow list as some configurations might not permit the use of this entry.

The following types of email communications from SAP Concur solutions are not impacted by this change:

- 1:1 e-mail communication that you have with your SAP Concur account team or other SAP representatives. These e-mails will continue to come from @sap.com.
- System e-mails (for example expense report approvals and travel bookings) that come from concursolutions.com, tripit.com, or other SAP Concur products and solutions
- SAP Concur support updates (such as case notifications)

BUSINESS PURPOSE / CLIENT BENEFIT

DMARC compliance provides better security for emails sent from SAP to its customers.

Configuration / Feature Activation

This change occurs automatically. If your organization maintains an allow list for email addresses, the allow list might need to be updated to include emails from additional subdomains such as @mail.sap.com and @info.sap.com or from @*sap.com.



For more information, refer to the [SAP Concur client communication](#) about this change. For a list of email addresses used to send notifications from SAP Concur solutions, refer to [Concur Travel & Expense Supported Configurations](#).

Web Services Administration

****Ongoing** Application Connector Username and Password Length Requirements Updated**

Information First Published	Information Last Modified	Feature Target Release Date
June 18, 2021	--	August 31, 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

Beginning on August 31, 2021, the length of the username and password associated with an application connector must be at least 10 characters long and not more than 50 characters long. To avoid disruption of callouts through application connections, usernames and passwords that do not meet these requirements must be updated before August 31, 2021.

Application connection usernames and passwords can be updated by an administrator with the Company Admin or Web Services Admin role.

NOTE: For admins working with Standard entities, a user with the Concur Expense **Can Administer** permission has the **Web Services Administrator** role.

BUSINESS PURPOSE / CLIENT BENEFIT

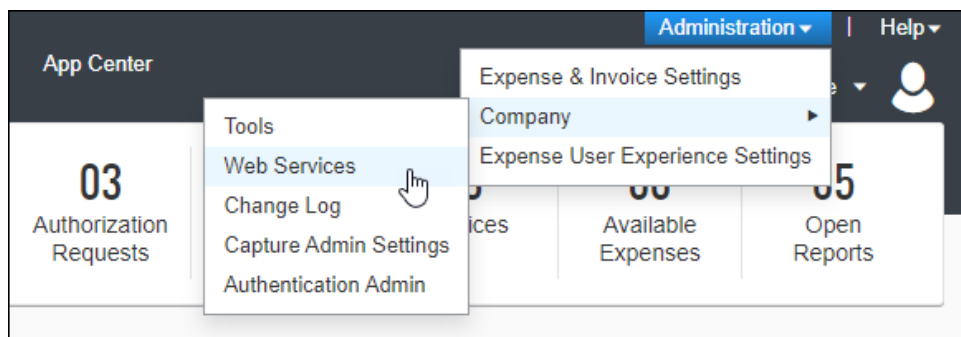
Enforcing password and username length restrictions improves the security standards for callouts made through the application connector.

Configuration / Feature Activation

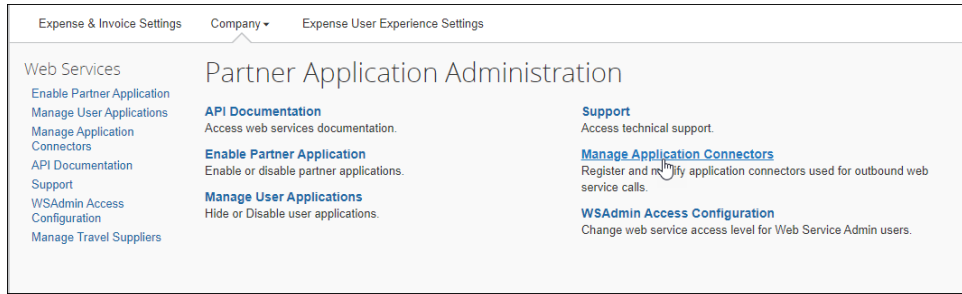
Usernames and passwords for application connectors are configured on the **Manage Application Connectors** page.

► **To change the username and password for an application connector:**

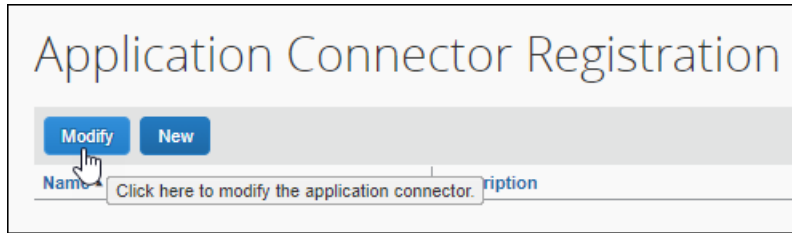
1. Click **Administration > Company > Web Services**.



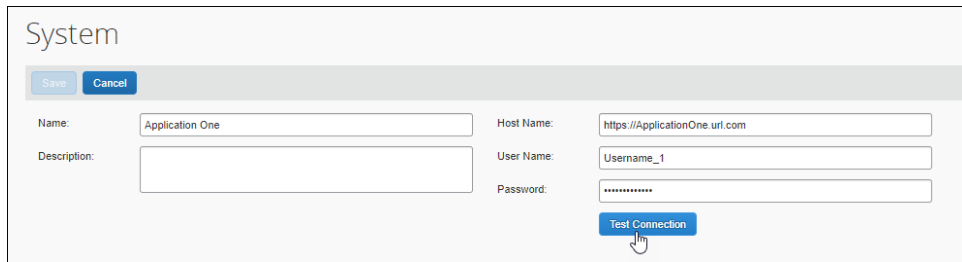
2. Click **Manage Application Connectors**.



3. Choose the application connector you want to update and then click **Modify**.



4. Enter the new username and password and then click **Test Connection**.



5. Click **Save**.

NOTE: After you update the username and password for an application connector, you must click **Test Connection** to verify the changes before the application connector can be used for any of the callout services.



For more information, refer to [Callouts and Application Connectors](#) on the SAP Concur Developer Center.

Planned Changes

The items in this section are targeted for future releases. SAP Concur reserves the right to postpone implementation of – or completely remove – any enhancement/change mentioned here.

IMPORTANT: These Planned Changes may not be all of the upcoming enhancements and modifications that affect this SAP Concur product or service. The Planned Changes that apply to multiple SAP Concur products and/or services are in a consolidated document. Please review the additional Planned Changes available in the [Shared Planned Changes Release Notes](#).

Audit Rules

****Planned Changes** Image Certification Date (e-Bunsho)(By Q3 2021)**

Overview

Administrators will now be able to configure custom audit rules based on the date value in the **Image Certification Date** field. Once the custom audit rule is configured, administrators will be able to compare the receipt timestamp date to the expense entry transaction date and send alerts to users/groups and stop the flow of expenses reports when regulations are not met.

Currently, the **Image Certification Date** field is the e-Bunsho timestamp date used in Japan.

Image Certification Date field considerations:

- Field calculation is based on the calendar day (business day logic is not included).
- Dates used in the number of day calculation are based on the GMT time zone. We recommend making audit rules for one day less than desired to account for the time difference between the GMT and JST time zones.
- Audit rules and compliance validations will be based on information provided by the user for the transaction date. Because users can edit transaction dates, responsibility is with the user to ensure the transaction date is accurate based on receipt information.
- Admins will have the ability to create multiple audit rules for comparing the transaction date to the receipt timestamp date.

This field will be available to new and existing clients.

This feature released will release by Q3 2021.

BUSINESS PURPOSE / CLIENT BENEFIT

Configuring custom audit rules for this field will help reduce manual reviews needed to compare the number of calendar days between the expense entry transaction date and the receipt timestamp date.

What the Admin Sees

From the **Compliance Controls** page in Product Settings, administrators will be able to configure values for the **Image Certification Date** field on the **Custom Audit Rules** tab.

<A screenshot is planned for a future update of this release note.>

IMAGE CERTIFICATION DATE

The e-Bunsho image certification date is based in Greenwich Mean Time (GMT). User transaction dates are likely based in Japanese Standard Time (JST). Configuration of the audit rule should account for the time difference. We recommend making audit rules for one day less than desired to account for the time difference between the GMT and JST time zones.

<A screenshot is planned for a future update of this release note.>

Configuration / Feature Activation

This field will automatically be available as a configuration choice. The administrator will be able to add the field using normal processes.

NOTE: In the Standard edition of Concur Expense, the **Custom Audit Rules** tab is a limited availability feature. Contact your SAP Concur representative if your company is interested in creating custom audit rules.



For more information, refer to the *Concur Expense: Custom Audit Rules Setup Guide for Standard Edition*.

Expense Reports

****Planned Changes** Edit Multiple Expenses and Itemizations (Jun 22)**

Information First Published	Information Last Modified	Feature Target Release Date
June 2021	—	June 22 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

These changes are part of the NextGen UI experience.

Overview

This feature will allow users to select multiple expenses in an expense report and edit common elements across all lines at once.

NOTE: This change is mentioned on the [Opt-In Period Release Information](#) page:

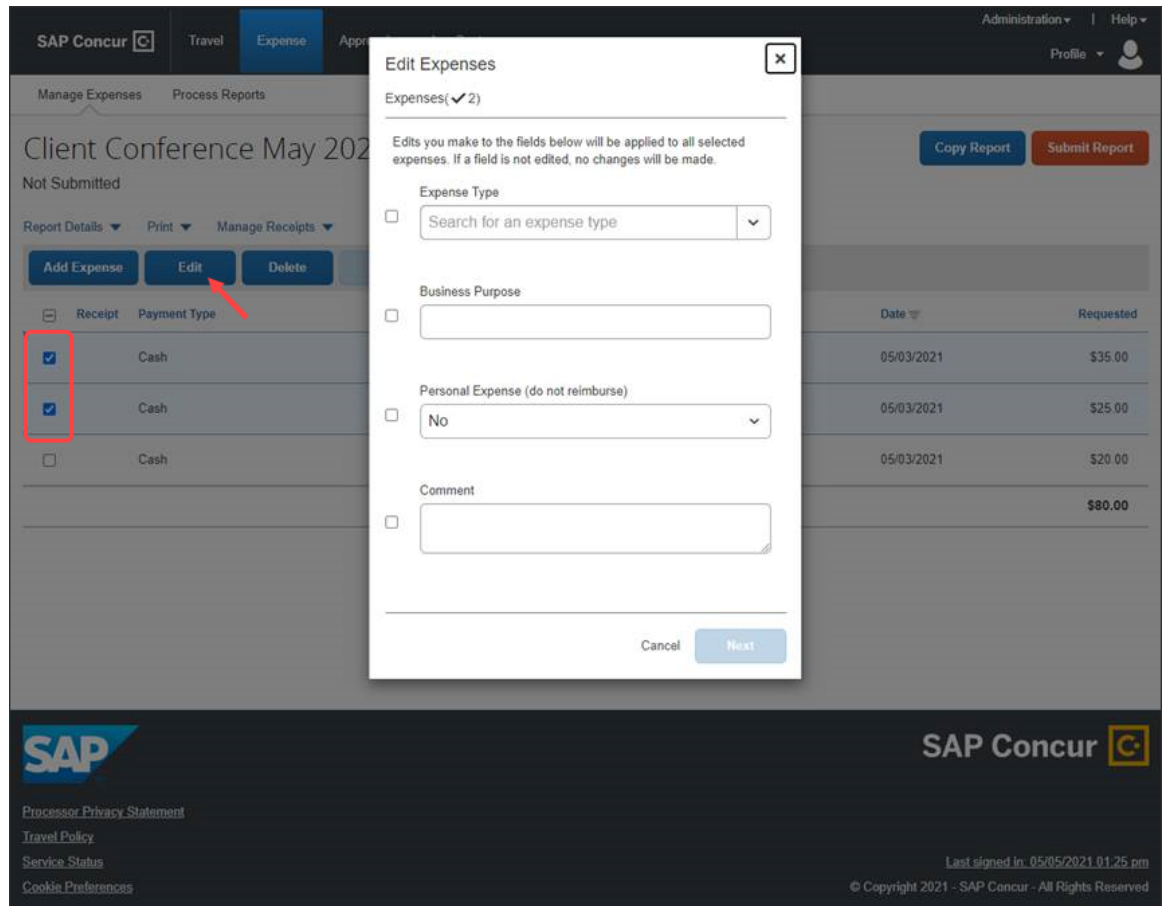
Planned	
Approx. Target Date	Enhancement/Feature
June 22, 2021	Features/Enhancements: <ul style="list-style-type: none">Redirect Funds (Professional only)Edit Multiple Expenses and Itemizations

BUSINESS PURPOSE / CLIENT BENEFIT

This functionality simplifies repetitive data entry for expense reports and streamlines expense report creation for users.

What the User Sees

On an expense report, after selecting two or more expenses and clicking **Edit**, the common fields will display and be editable on the **Edit Expenses** page.



Configuration / Feature Activation

The functionality will be available automatically; there will be no configuration or activation steps.

Mileage

Planned Changes New Mileage Features

Information First Published	Information Last Modified	Feature Target Release Date
May 2021	--	2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

SAP Concur continues to work on this change. With the next release, this information will be removed. When this change gets closer to a release date, this information will again appear in the release notes document.

Miscellaneous

Planned Changes 5-Star Rating Replaced with New Survey

Information First Published	Information Last Modified	Feature Target Release Date
June 18, 2021	--	August 1, 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

Beginning on August 1, 2021, Concur Expense end users will see a new survey when submitting Expense Reports.

Currently, after submitting an Expense Report, a message appears intermittently asking the user to rate their experience from 1 to 5 stars. Beginning on August 1, after submitting an Expense Report, a short survey will intermittently appear enabling the user to provide feedback on their experience.

BUSINESS PURPOSE / CLIENT BENEFIT

The new survey will collect more actionable feedback that can be used by the SAP Concur product teams to prioritize and improve the features they deliver.

Configuration / Feature Activation

This change occurs automatically; there are no configuration or activation steps.

NOTE: Clients can choose to opt-out of the user feedback mechanism. If a client has opted out of the 5-star rating system, they will automatically be opted-out of the new survey.

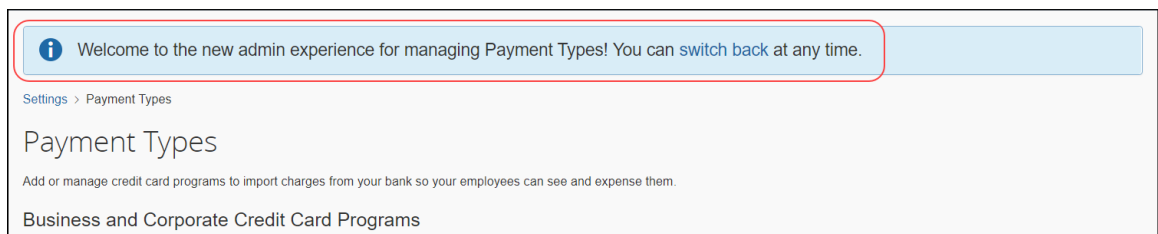
Payment Types

Planned Changes Welcome Banner Removal

Information First Published	Information Last Modified	Feature Target Release Date
May 2021	—	June 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

The Welcome banner in the Payment Types module in Product Settings will soon be removed.



When the Payment Types module was added to Product Settings in March 2021, the Welcome banner gave clients the option to revert to using the current Credit Cards module (located in the **Connections** section in Product Settings) for a temporary period and until all clients successfully migrate to using the new Payment Types module.

The Welcome banner is targeted for removal end of June 2021.

BUSINESS PURPOSE / CLIENT BENEFIT

This change supports client use of the new Payment Types module for self-service setup and management of card programs and set up and configuration for company paid expenses.

Configuration / Feature Activation

The change occurs automatically; there are no additional configuration or activation steps.



For general information, refer to the *Concur Expense: Payment Types Setup Guide*.

Profile

****Planned Changes** (Canada) New Personal Address Requirements for Bank Information**

Information First Published	Information Last Modified	Feature Target Release Date
June 2021	--	July 2021
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Overview

For Canadian users who enter **or update** their **Bank Information** page in Profile, new fields will display. Some of the new fields will be required to comply with local banking regulations.

The following fields are impacted by this change:

- Personal Address Line 1 (required)
- Personal Address Line 2 (optional)
- City (required)
- Province (required)
- Postal Code (required)

NOTE: Users who have already entered bank information are not required to take any action at this time. However, they will be required to complete the required fields if they update their **Bank Information** page in Profile.

BUSINESS PURPOSE / CLIENT BENEFIT

Concur Expense must contain all information that may be required for payment processing.

What the User Sees

For Canadian users, new fields will display on the **Banking Information** page in Profile (**Profile > Profile Settings > Bank Information**).

Bank Information

Bank Country/Region CANADA	Bank Currency Canada, Dollar	
Branch Number x4321	Institution Number xx9	Bank Account Number xx4234
Re-Type Bank Account Number		
Bank Name Canada Bank	Branch Location Toronto	Status Confirmed
Active Yes		
Personal Address Line 1 123 Bay Street	Personal Address Line 2 Ground Floor	
City Toronto	Province ON	Postal Code M5J 2W4

Configuration / Feature Activation

These fields will be automatically available; there will be no configuration or activation steps.

Client Notifications

Accessibility

Accessibility Updates

SAP implements changes to better meet current Web Content Accessibility Guidelines (WCAG). Information about accessibility-related changes made to SAP Concur solutions is published on a quarterly basis. You can review the quarterly updates on the [Accessibility Updates](#) page.

Browser Certifications and Supported Configurations

Monthly Browser Certifications and Supported Configurations

The [SAP Concur Release Notes – Monthly Browser Certifications](#) document lists current and planned browser certifications. The document is available with the other SAP Concur monthly release notes.

The [Concur Travel & Expense Supported Configurations – Client Version](#) guide is available with the setup guides, user guides, and other technical documentation.



For information about accessing all release notes, browser certifications, setup guides, user guides, other technical documentation, and supported configurations, refer to the *Additional Release Notes and Other Technical Documentation* section in this document.

Subprocessors

SAP Concur Non-Affiliated Subprocessors

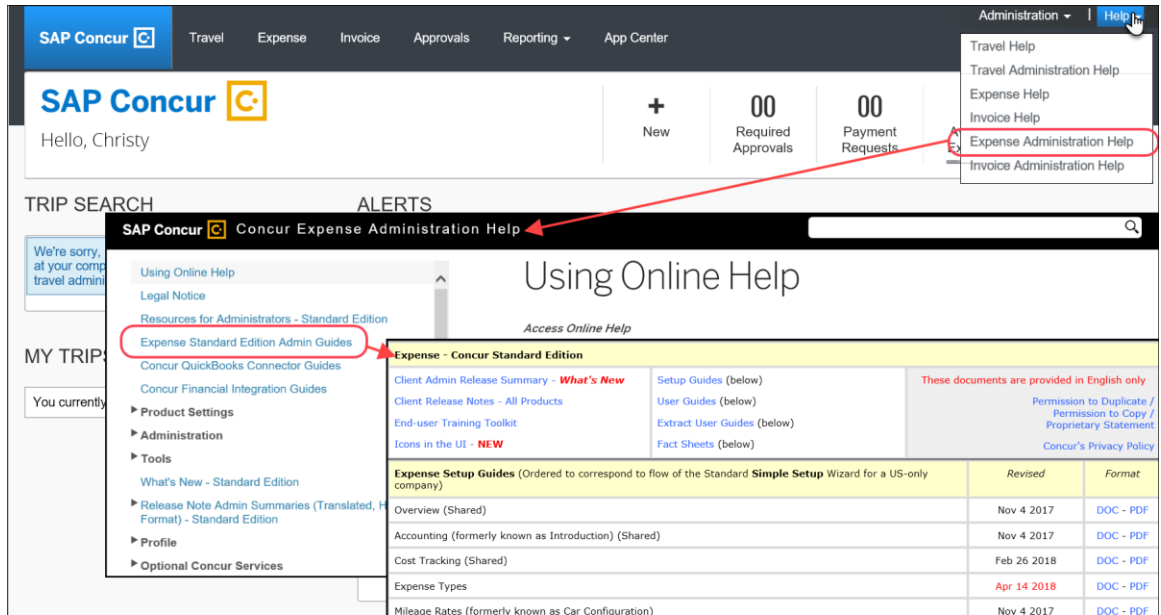
The list of non-affiliated subprocessors is available here: [SAP Concur list of Subprocessors](#)

If you have questions or comments, please reach out to: Privacy-Request@Concur.com

Additional Release Notes and Other Technical Documentation

Online Help – Admins

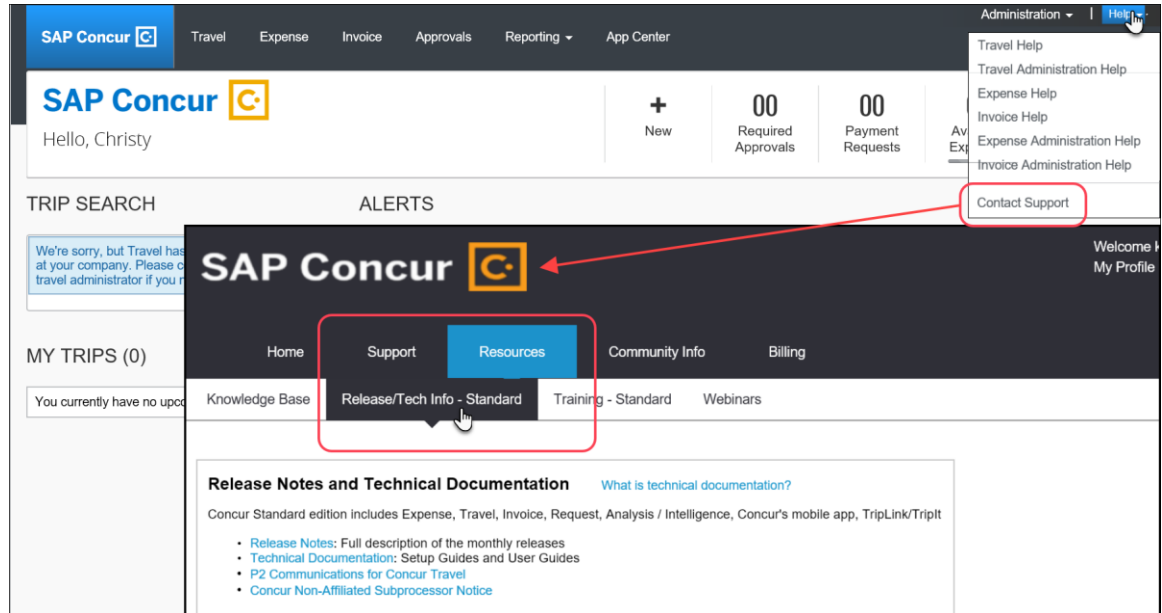
Any user with any "admin" role can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via online Help.



SAP Concur Support Portal – Selected Users

Selected users within the company can access release notes, setup guides, user guides, admin summaries, monthly browser certifications, supported configurations, and other resources via the Concur Support Portal.

If a user has the proper SAP Concur Support Portal permissions, then the **Contact Support** option is available to them on the **Help** menu. The user clicks **Help > Contact Support**. On the Support page, the user clicks **Resources > Release/Tech Info - Standard**.



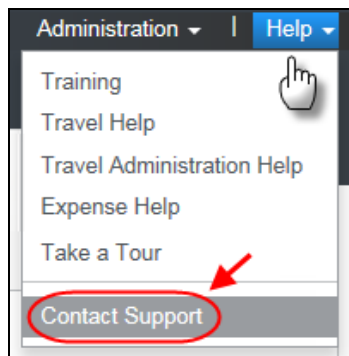
Cases

Steps for Getting a Status

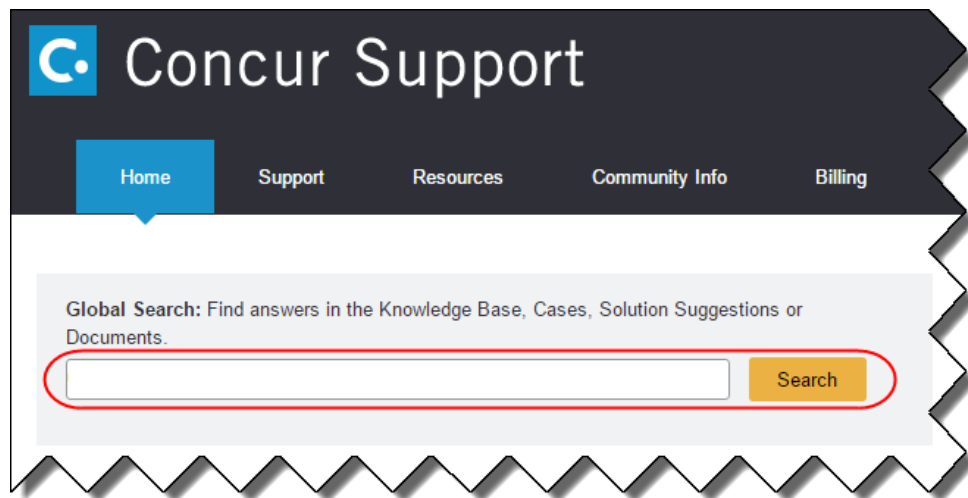
Each service release contains case resolutions.

► **How to check the status of a submitted case:**

1. Log on to <https://concursolutions.com/portal.asp>.
2. Click **Help** > **Contact Support**.



The **Concur Support** page displays.



NOTE: If you do not have the option to contact SAP Concur support under the Help menu, then your company has chosen to support the SAP Concur service internally. Please contact your internal support desk for assistance.

3. Enter your **Case ID**.
4. Click **Search**. Search results are limited to each company's own cases.

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